Senior IT Program Manager

Access Health CT is a new marketplace that offers health insurance and coverage options to individuals, families and small employers. Under national health reform, states must have an Exchange in place by Jan. 1, 2014. Exchanges can be developed and implemented by the state or by the federal Department of Health and Human Services. Connecticut has chosen to develop a state-specific Exchange that fits our state's unique needs and insurance market.

Our **mission** is to increase the number of insured residents in Connecticut, promote health, lower costs and eliminate health disparities.

Our **vision** is to provide an on-line eligibility, shopping and enrollment experience for state residents and small businesses.

We have an immediate need for a **Senior IT Program Manager** with significant experience leading healthcare related projects. The qualified candidate must be a thought leader, critical thinker and a key resource to senior leadership. Additionally, the candidate must have excellent time management skills to function in a fast-paced environment, demonstrating independent work skills, strong work ethic, and a passion for helping to bring affordable healthcare to all residents in our state. As the Senior IT Program Manager you will be responsible for large scale program management and general project management duties for assigned projects. You will be expected to bring in projects on time and within budget. You will also be responsible for developing and reporting on multiple project management metrics and status reports while creating and maintaining a detailed project plan for all assigned work.

Essential Functions:

- Responsible for all phases of projects of a highly complex nature, which may include programs involving multiple project work streams, and acts as a single point of contact for those projects
- Plan and manage programs and projects across multiple business Product Teams, as well as the Operational Team and IT organization as required
- Take projects from original concept through final implementation. Interfaces with all areas affected by the project including end users and IT and business partners.
- Actively manage small and large scale projects directly with varying degrees of complexity.
- Conduct program and project meetings and is responsible for tracking and analysis.
- Ensure adherence to quality standards and reviews all project deliverables Recommends and takes action to direct the analysis and solution of problems.
- Communicate with stakeholders on an ongoing basis; estimate resources and participants needed to achieve project goals; draft and submit budget proposals

and recommend subsequent budget changes where necessary; manage multiple projects as necessary

- Negotiate with other department managers and vendors for the acquisition of required resources; determine and assess needs for additional staff and/or consultants and make the appropriate recruitments if necessary during project cycle
- Set and continually manage project expectations with team members and other stakeholders; delegate tasks and responsibilities to appropriate personnel
- Plan and schedule project timelines and milestones using appropriate tools; track project milestones and deliverables; develop and deliver progress reports, proposals, requirements documentation and presentations
- Determine the frequency and content of status reports from the project team, analyze results and troubleshoot problem areas; proactively manage changes in project scope, identify potential crises and devise contingency plans
- Define project success criteria and disseminate them to involved parties throughout project life cycle
- Conduct post project post-mortems and create recommendations report in order to identify successful and unsuccessful project elements
- Coordinate with IT and department managers to assess and track plans, status, etc. for on-time delivery of critical projects and programs; this includes assisting teams and the project teams in removing impediments and resolving cross-team issues

Requirements:

- Bachelor's Degree
- PMP active certification, preferred
- 7+ years' experience as a Project Manager
- 5+ years' experience in a healthcare industry strongly preferred
- Experience working in a business environment coordinating with and supporting internal and external clients and vendors
- Experience managing complex development projects with significant business input and interaction
- Expert in managing project scope, time and resources, budget, quality and risk/issues while balancing the need of multiple stakeholders building relationships through effect communication.
- Experience to understand how to develop and managing a critical path, with only limited information to start.
- IT experience to know the right questions to ask to identify potential risks before they transpire. Defines project scopes and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports.
- Excellent verbal and written communication skills, and the ability to interact professionally with a diverse group of executives, managers, subject matter experts, internal / external customers and peers
- Strong facilitation and presentation skills, including the ability to facilitate a cross-organizational team toward achieving a common goal

- Demonstrated ability to successfully manage multiple initiatives simultaneously – prioritizing multiple activities and adapting to a rapidly changing environment.
- Analytic, detail-oriented and highly-motivated with the ability to work independently
- Strong interpersonal skills and proven leadership working with diverse and complex projects
- Full life cycle Project Management (scope, goal, deliverables)
- Proven negotiation skills
- Ability to communicate effectively with all levels of management
- Experience includes development and management of multiple budgets related to various projects and or program
- Proven track record in meeting project milestones
- Knowledge of CMS and HHS Regulations
- Experience working with Large scale projects from end-to-end
- Call center experience a plus
- State agency program experience (Medicaid/CHIP/SNAP/TANF) preferred

Access Health CT is an Equal Employment and Affirmative Action Employer

Please send resume and cover letter to: Susan Dill @ Susan.Dill@ct.gov
Or fax to 860-757-5330